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EXHIBIT B

FCC - MAIL ROOM



TCI Cablevision of Dallas, Inc.

November 13, 1992

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JAN 12 1993

FCC - MAIL ROOM

Mr. Winston C. Evans
Director, Revenue and Taxation
City of Dallas, City Hall 2BS
1500 Marilla
Dallas, TX 75201

Dear Mr. Evans:

I am enclosing TCI Cablevision of Dallas, Inc.'s Customer Service Report for the month ending October 31, 1992.

You may have noticed that, since January of this year, we've experienced almost a 9% increase in call volume. To meet the increased telephone traffic, we have recently added approximately 20 customer service representatives, the majority of which will be fully trained and on the phones by the first of December. As a result, we expect to see an improvement of October's overall answer rate of 91.7%.

We believe that part of our increased volume is attributable to our customers bypassing our ARU, which we are in the process of revising to improve its customer friendliness.

Our installation completion rate of 93.7% for the reporting period is attributable to our continuing effort to eliminate our dependence on contractors. Additionally, during the month of December, we will begin a test program in scheduling specific 2 hour windows for installations, as is being advertised in our year-end marketing campaign. If successful, we plan to adopt this as standard policy in 1993!

As you may know, we launched a freeview of the Cartoon Channel in October which has been extended to November 18th. After that date, subscribers may order the Channel for just \$1.00 per month*. We are pleased to report that 21% of our customers have already subscribed to this popular service.

*Cartoon Channel is free to subscribers of 3 or more pays.

1565 Chenault Street
Dallas, Texas 75228-5499
(214) 328-2882
FAX (214) 320-7336

An Equal Opportunity Employer

Mr. Winston C. Evans
November 13, 1992
Page Two

Another programming milestone of note is the dual Spanish feed for the Holyfield vs Bowe fight tonight. We feel this will be the first of many special events of interest to our Hispanic customers.

Please feel free to contact me with regard to this report.

Sincerely,



Kathi Noe
Area Manager, Government Affairs

KN/bgt

Enclosures

cc: Randy Morgan

TELEPHONE ACTIVITY REPORT

SEPTEMBER, 1992

OCTOBER

		Calls Received	Calls Abandoned	Calls Answered	% Answer Rate	% Calls Answered Within 2 Minutes
10/01	Thursday	4,249	605	3,644	85.8	36.0%
10/02	Friday	4,249	691	3,558	83.7	16.0%
10/03	Saturday -	2,484	53	2,431	97.9 -	80.0%
10/04	Sunday -	883	14	869	98.4 -	87.0%
10/05	Monday	4,763	322	4,441	93.2	56.0% -
10/06	Tuesday	3,588	179	3,409	95.0 -	69.0%
10/07	Wednesday-	4,490	227	4,263	95.0 -	53.0%
10/08	Thursday	3,717	221	3,496	94.1	45.0%
10/09	Friday	3,709	321	3,388	91.3	32.0%
10/10	Saturday	2,637	289	2,348	89.1	60.0%
10/11	Sunday -	659	13	646	98.0 -	85.0%
10/12	Monday	4,070	385	3,685	90.5	26.0%
10/13	Tuesday	3,955	230	3,725	94.2	67.0%
10/14	Wednesday-	3,549	114	3,435	96.8 -	80.0%
10/15	Thursday	4,568	517	4,051	88.7	52.0%
10/16	Friday	3,715	663	3,052	82.2	11.0%
10/17	Saturday	2,576	416	2,160	83.9	44.0%
10/18	Sunday-	895	23	872	97.4 -	79.0%
10/19	Monday	4,776	583	4,193	87.8	5.0%
10/20	Tuesday	4,102	255	3,847	93.8	57.0%
10/21	Wednesday	3,572	192	3,380	94.6	62.0%
10/22	Thursday	3,780	206	3,574	94.6	67.0%
10/23	Friday	3,424	214	3,210	93.8	70.0%
10/24	Saturday-	2,136	105	2,031	95.1 -	77.0%
10/25	Sunday	1,098	70	1,028	93.6	68.0%
10/26	Monday	4,389	559	3,830	87.3	16.0%
10/27	Tuesday	4,030	459	3,571	88.6	25.0%
10/28	Wednesday-	3,432	170	3,262	95.0 -	66.0%
10/29	Thursday	4,091	633	3,458	84.5	17.0%
10/30	Friday	3,800	509	3,291	86.6	24.0%
10/31	Saturday-	2,089	14	2,075	99.3 -	91.0%
		103,475	9252	94,223	91.06 %	

* Information unavailable due to computer problems.

8.94% abandonment

**TCI CABLEVISION OF DALLAS, INC.
INSTALLATION/SERVICE PERFORMANCE**

October, 1992

INSTALLATION APPOINTMENTS

Number of Jobs Scheduled	4,045
Cancellations	397
Fielded	3,648
Completed	3,417
Completion Rate	93.7%

SERVICE APPOINTMENTS

Number of Jobs Scheduled	8,007
Cancellations	2,593
Fielded	5,414
Completed	5,405
Completion Rate	99.8%

**TCI CABLEVISION OF DALLAS, INC.
INSTALLATION PENDING REASONS**

October, 1992

Customer Not Home	34.8%
Customer Request	33.8
No Money	11.0
No Paperwork Update	7.4
Technician's Request	4.4
Reschedule at Door	2.3
Needs Post-Wiring	2.2
Needs Custom Wiring	1.2
Office Correction	.9
No Adult	.8
Manager Won't Access	.4
Security/Locked Gate	.4
Other	.3
Needs Tap	.1
	<u>100.0%</u>

SERVICE CALL PENDING REASONS

October, 1992

Customer Not Home	72.9%
Customer Request	22.3
No Paperwork Update	1.4
Tech Request	1.1
Manager Won't Access	.5
No Adult	.9
Security/Locked Gate	.9
	<u>100.0%</u>

TCI CABLEVISION OF DALLAS, INC.
DISCONNECT ACTIVITY

October, 1992

Non-Pays	35.1%
Moves	29.6
Transfers	20.9
Financial	4.4
Don't Watch	4.1
Returned Checks	2.2
Account Problem	.6
Vacation	.6
30-Day Money Back Guarantee	.5
Deceased	.4
Satellite Dish	.4
Service	.3
Product	.3
Price	.2
Theft	.2
Fire	.1
Other	.1
	<u>.1</u>
	100.0%